

SPA3 QIC Meeting  
Wednesday, August 15, 2012

- I. Welcome and Introductions
- II. Review of previous minutes

Attendance

Rocio Bedoy	Laura Morales
Marc Borkheim	Elizabeth Owens
Mary CiFuentes	Paula Randle
Rebecca deKeyser	Fernando Reyes
Gassia Ekizian	Gabriela Rhodes
Makan Emadi	Manuel Robles
Claudia Fierro	Karen Sammon
Beth Foster	Gloria Santos
Linh Hua	Stephanie Schneider
Nicole Unrein	Leslie Shrager
Rose Kosyan	Stephanie Sullivan
Judy Law	Melody Taylor Stark
Windy Luna-Perez	Greg Tchakmakjian
Natalie Majors	Kameelah Wikerson
Kevin Minor	

**Quality Improvement – Melody Taylor Stark**

Cultural Competency

- Anyone in the agency who is able to attend is invited.
- Language Interpreter and Bilingual Bonus – primarily for Directly Operated. Both are still pending.
- Cultural Competence Summit – December 6<sup>th</sup> & 7<sup>th</sup> in San Diego. Topics will focus on EBP's as they relate to the African American and Latino communities.

Cultural Competency – Next Meeting

September 12<sup>th</sup>, **1:30 3:30**

695 S. Vermont Avenue, 15<sup>th</sup> Floor Glass Conference Room

Contact: Sandra Chang-Ptasinski

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-State surveys start next week (August 20 – 24). Surveys are available at the liaison's office. Some remain and need to be picked up.

Test Calls

- The County is in process of Test Calls (Access Center) for Quality Improvement. Service Area 3 has been scheduled for August 26<sup>th</sup>. The County is asking for 5 calls in English and five in another language.
- More volunteers are needed to collect valuable information. Agencies are encouraged to volunteer.

## **Quality Assurance – Gassia Ekizian**

Audits - None

### QA Guidelines Update

This document is in the process of being revised for Directly Operated clinics for charts to be reviewed at Intake (30 or 60), annual review.

### Training Request Form

Available online and created due to the many requests DMH QA is receiving. The Training Request Form will allow QA to review requests received and figure out the most appropriate way to organize requests to decrease repeat trainings the Training Bureau has already provided. The form is not only for Directly Operated clinics.

### Documentation/Trainings

Reminder – must contact the training coordinator if you need to cancel. A courtesy call if you will be unable to attend.

- MAT on Aug 24th
- Introductory Clinical Records and Documentation August 27<sup>th</sup>
- Basic Documentation on August 27 – 695, 7<sup>th</sup> floor room 713 – for directly operated only at Augustus Hawkins.
- New Employee (Directly Operated only) September 12<sup>th</sup>
- Intern (Directly Operated only) September 18<sup>th</sup> and October 23rd

### State System Review

No protocol for MediCal compliance for fiscal year 2012/2013. <sup>Yet</sup> There is a new section expected for Program Integrity – verification of how client billed received services.

LPCC – an amendment will be submitted to Federal Center of Medical/Medicare (CMS) for new provider type; however, we are not sure how long this will take.

### Katie A. Update

Questions and Answers

Creating a documentation manual and Care Practice Manual (CPM) guide – target date is December 2012.

### Update to Procedure Code Guidelines –

QA Bulletin 12-04 Update to the Guide Procedure Codes – goes over changes including:

- identifying telephone allowable codes
- clarification regarding nurses doing psychotherapy
- Family Psychotherapy 90847

➤ Telephone Therapy modifier

- There was no modifier, you really couldn't tell the difference. Family therapy with more than one client was billed as a group. Added a modifier 90847 HE HQ. Procedure code goes into affect immediately.

Secure Email Policy – for Directly Operated clinics

PEI Claiming Guidelines – now available online

104.8 Claiming Guidelines – still pending

104.9 Clinical Documentation Guidelines – still pending

### COS Workgroup

Developed a COS workgroup due to being the focus during audits – looking at developing and centralizing rules and training preparation.

### **Announcements**

Dr. Bertrand Levesque will be the Chair for the SPA3 QIC. An announcement will be forthcoming.

### Reportable Diseases and Conditions

Claudia Fierro presented and passed out a list of diseases that we need to report during the Medication Evaluation. Beside each illness there is a symbol that clarifies the next step. Further clarification will be provided by Dr. Bertrand Levesque.

Next Meeting: September 19, 2012 at ENKI, 3208 Rosemead Blvd., 2<sup>nd</sup> Floor, El Monte, CA 91731. Telephone: (626) 227-7014.